

WHAT IS CLAIMED IS:

1. A service support system comprising:
a service request interface configured to communicate with a service request system;
a dispatch system interface configured to communicate with a dispatch system;
and
a service assignment module configured to assign a service request to a technician from a pool of available technicians based at least in part on a historical technician performance statistic, the service request received via the service request interface, the service assignment module notifying the technician of the service request via the dispatch system interface.
2. The service support system of claim 1, further comprising a geo-location interface configured to access a geo-location system, the geo-location system indicating a location of the technician and wherein the service request is assigned based at least in part on the location of the technician.
3. The service support system of claim 1, further comprising:
a service request status interface for accessing status data associated with the service request.
4. The service support system of claim 3, wherein the service request status interface is a web-based interface.
5. The service support system of claim 3, wherein the service request status interface is accessible by a competitive local exchange carrier.

6. The service support system of claim 1, further comprising:
a frame system interface configured to access a frame operation management system, the service assignment module configured to transfer frame related service requests to the frame operation management system via the frame system interface.
7. The service support system of claim 1, further comprising:
a scoring interface configured to access a technician scoring system, the technician scoring system storing an efficiency scoring associated with the technician.
8. The service support system of claim 1, further comprising:
a statistical knowledge interface configured to access a statistical knowledge system, the statistical knowledge system storing statistical data associated with the service request.
9. The service support system of claim 1, further comprising:
a billing system interface configured to communicate with a billing system, the billing system to receive completion data associated with the service request.
10. The service support system of claim 1, further comprising a user interface to provide data associated with the technician.
11. The service support system of claim 10, wherein the user interface is a web enabled interface.
12. The service support system of claim 11, wherein the user interface includes a JAVA component.

13. The service support system of claim 1, wherein the historic technician performance statistic includes average completion time of a task associated with the service request.

14. A work force administration system comprising:
a logic interface configured to communicate with a statistical dispatch logic module;
a dispatch interface configured to communicate with a technician dispatch system;
and
a dispatch module configured to accept dispatch instructions associated with a service order via the logic interface configured to communicate with the statistical dispatch logic module and configured to transfer service instructions associated with the service order via the dispatch interface to the technician dispatch system.

15. The work force administration system of claim 14, wherein the statistic dispatch logic module utilizes task specific performance statistics associated with a technician in a pool of technicians to formulate the dispatch instructions.

16. The work force administration system of claim 14, wherein the statistical dispatch logic module utilizes global positioning location associated with a technician in a pool of technicians to formulate the dispatch instructions.

17. The work force administration system of claim 14, wherein the statistic dispatch logic module utilizes historical work force and work load statistics to formulate the dispatch instructions.

18. A dispatch control system comprising:
a mobile technician interface configured to communicate with a mobile technician monitoring system;
a frame order management system interface configured to communicate with a frame order management system;
an order status reporting interface; and
an order status monitoring module configured to access the mobile technician monitoring system via the mobile technician interface to receive service order completion data associated with a service request and configured to access the frame order management system via the frame order management system interface to receive frame order completion data associated with the service request, and wherein the order status monitoring module is configured to provide an order status associated with the service request via the order status reporting interface.

19. The dispatch control system of claim 18, wherein the order status monitoring module reports a complete status associated with the service request upon receipt of both the service order completion data and the frame order completion data.

20. The dispatch control system of claim 18, further comprising an internal service management interface configured to communicate with an internal service management system, and wherein the order status monitoring module is configured to access the internal service management system via the internal service management interface to receive internal service completion data.

21. The dispatch control system of claim 18, further comprising:
a service order request interface configured to communicate with a service order request system; and
an order dispatch module configured to access the service order request system to receive the service request.

22. The dispatch control system of claim 18, further comprising:
a user interface configured to provide configurable views of data associated with
the mobile technician monitoring system, the frame order management
system, and the order status monitoring module.

23. The dispatch control system of claim 22, wherein the user interface includes a
web-enabled interface.

24. The dispatch control system of claim 22, wherein the user interface includes a
JAVA interface component.

25. The dispatch control system of claim 18, further comprising an inventory
provisioning interface configured to access a public switch telephone network inventory
system.

26. The dispatch control system of claim 18, wherein the order status reporting
interface is configured to provide access to a competitive local exchange carrier.

27. The dispatch control system of claim 26, wherein the order status reporting
interface is a web-based interface.

28. A service order status interface comprising:

at least one web page configured to access an order status monitoring module, the order status monitoring module configured to access a technician monitoring system via a technician interface to receive service order completion data associated with a service request and the order status monitoring module configured to access a frame order management system via a frame order management system interface to receive frame order completion data associated with the service request, the at least one web page configured to display a service request status associated with the service request, the service request status provided by the order status monitoring module and associated with the service order completion data and the frame order completion data.

29. The service order status interface of claim 28, wherein the at least one web page is accessible by a competitive local exchange carrier.

30. A method to facilitate service dispatch, the method comprising:

communicating with a service request system via a service request interface to receive a service request;
assigning the service request to a technician from a pool of available technicians based at least in part on a historical technician performance statistic; and
notifying the technician of the service request via a dispatch system interface.

31. The method of claim 30, further comprising accessing a geo-location system, the geo-location system indicating a location of the technician and wherein the service request is assigned based at least in part on the location of the technician.

32. The method of claim 30, further comprising accessing status data associated with the service request via a service request status interface.

33. The method of claim 32, wherein the service request status interface is a web-based interface.

34. The method of claim 32, wherein the service request status interface is accessible by a competitive local exchange carrier.

35. The method of claim 30, further comprising accessing a frame operation management system via a frame system interface, the service assignment module configured to transfer frame related service requests to the frame operation management system via the frame system interface.

36. The method of claim 30, further comprising accessing a technician scoring system via a scoring interface, the technician scoring system storing an efficiency scoring associated with the technician.

37. The method of claim 30, wherein the historic technician performance statistic includes average completion time of a task associated with the service request.

38. A method of monitoring order status, the method comprising:
accessing a mobile technician monitoring system via a mobile technician interface
to receive service order completion data associated with a service request;
accessing a frame order management system via a frame order management
system interface to receive frame order completion data associated with
the service request; and
providing an order status associated with the service request via an order status
reporting interface.

39. The method of claim 38, wherein the order status is shown as complete upon receipt of both the service order completion data and the frame order completion data.

40. The method of claim 38, wherein the order status reporting interface is a web-based interface.